



## *Excellence in Government Awards*

### **MEMORANDUM FOR GREATER BOSTON AGENCY HEADS**

FROM: Kim Ainsworth, Executive Director

RE: Excellence in Government Awards 2003 Nomination Packet

I am proud to announce that the Greater Boston Federal Executive Board will host the annual EXCELLENCE IN GOVERNMENT AWARDS PROGRAM on Wednesday, May 7, 2003 at the John F. Kennedy Library and Museum.

The complete *nomination package* is attached. It is expected that each agency will develop an internal mechanism to screen nominations to ensure that all nominations accurately fit the criteria set forth by the Awards Committee. The deadline for submission of all nominations is close of business on Friday, March 21, 2003. There are NO EXCEPTIONS.

The Excellence in Government program honors the “best and the brightest” in local Federal service and is the culmination of a series of events celebrating Public Service Recognition Week. On that day, awards will be presented to outstanding Federal employees in 14 distinguished categories. All nominees as well as finalists are considered deserving of special recognition and are encouraged to attend the program.

Finalists in each category will be selected in advance; however, like the Academy Awards, no one will know the winners until that day. PLEASE NOTE: *No information regarding winners will be released prior to the ceremony.*

Thank you for your support of the Greater Boston Federal Executive Board. Good luck. Please contact me at 617/565-6769 if you have any questions.



## **Excellence in Government** **Award Categories**

- ❖ Distinguished Federal Manager
- ❖ Distinguished Federal Supervisor
- ❖ Distinguished Federal Executive
- ❖ Administrative Assistant of the Year
- ❖ Support Person of the Year
- ❖ Trade and Labor Employee of the Year
- ❖ Professional Employee of the Year
- ❖ Technical and Scientific Employee of the Year
- ❖ Outstanding Federal Volunteer
- ❖ Outstanding Customer Service Team
- ❖ Outstanding Individual Customer Service Effort
- ❖ Team Award for Creativity and Innovation
- ❖ Outstanding Community Service
- ❖ Outstanding Diversity Contribution



## Excellence in Government Awards

### **NOMINATION INSTRUCTIONS**

#### **Format and Criteria**

Awards are issued primarily in recognition of exemplary job performance, meritorious honor, remarkable contributions and outstanding coordination of Federal and community programs. Please note that the information provided would be used only in considering the nominee for an award and for publicity purposes.

#### **Items Required for Nomination**

**(Remember: Nominations without all items will not be considered.)**

**1.) Complete Nomination Form submitted for *each and every* nomination.**

Agencies must be selective to ensure that each nominee meets the criteria for the category for which they are nominated. Nominations must be no longer than 3 pages in length, including attachments. Selection panels award nominees based on the criteria identified in each category. *Nominations will only be considered in one award category.*

**2.) Nomination Cover Page**

**3.) Complete list of team member names (if applicable)**

**4.) Agency Head Approval**

**5.) Five complete copies of each nomination**

**DEADLINE FOR SUBMISSION:**

**Friday, March 21, 2003 - COB**

Nominations may be submitted to:  
Greater Boston Federal Executive Board  
10 Causeway Street, Suite 178, Boston, MA 02222

# Special Instructions

***\*Note: Please read carefully***

**General:** All nominees will be recognized in some way at the Excellence in Government Awards ceremony. However, certificates will be available only for the top five finalists in each category. One winner per category will be announced.

**Eligibility:** Nominees must be *full time* civilian employees of the Federal government or active duty military personnel assigned to the Greater Boston area (unless otherwise indicated.) Nominees may not be in a probationary status, training program or internship. Prior nominees who have not been the category award winner at previous ceremonies can be re-nominated. Contractors may only be nominated as part of a team and when the majority of team members are Federal employees.

*\*\*\*There is no limit to the number of nominees that an agency may submit in an EIG category. However, nominees will only be considered in one category.*

**Agency Selection:** Agencies should develop an internal mechanism for soliciting nominees for the EIG awards to ensure that each nominee appropriately meets the criteria in their award category.

**GBFEB Selection:** An independent Blue Ribbon panel comprised of business, industry, non-profit and academia professionals is responsible for determining five finalists in each category as well as the category winner.

**Presentations:** Awards will be presented at the annual Excellence in Government Awards ceremony to all category award winners. *Registration materials follow will under separate cover.* Winners will be announced at the formal awards program. No information will be released prior to that date. All nominees are considered deserving of special recognition and are encouraged to

be present at the program. Registration fee is \$40 per person.

**Attendance:** As program partners, agencies are encouraged to send their nominees accompanied by their supervisor, manager or other designated agency official. If an individual designated as a finalist cannot attend, it is appreciated if an appropriate representative is designated to accept the award.

**Family Participation:** Family members, friends and colleagues are invited to attend the program at their own expense. Each must register and pay in advance. Registration fee is \$40.00 per person.

**Registration:** Comptroller General Decision, B-236040, October 9, 1990, Career Service Awards Program, allows agencies to pay for employees to attend awards ceremonies and recognition dinners. Please budget registration fees for each nominee and accompanying supervisor, manager or designated agency official. Registration fee will be \$40.00 per person payable by cash, check or government purchase card. Registration materials will be available on our web site at [www.boston.feb.gov](http://www.boston.feb.gov).

## EMPLOYEE NOMINATION COVER PAGE

**Nominee Name:**

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**Category:**

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**Title:** \_\_\_\_\_

**Organization / Address:**

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**Grade:** \_\_\_\_\_ **Years of Federal Service:** \_\_\_\_\_

*\*Nominations are not to exceed three typed pages*

**Nominator Information:**

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Agency Head Approval / Signature: (\*REQUIRED)**

(Must be senior-most agency official or designate NOT employee's manager or supervisor)

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**Checklist: (required to be considered)**

- ☐ Nomination Cover Page
- ☐ Nomination (not to exceed 3 pages)
- ☐ Agency Head Approval
- ☐ Team Members Listing (if applicable)
- ☐ FIVE complete copies of nomination



## *Excellence in Government Awards*

### **DISTINGUISHED FEDERAL MANAGER**

Award will be presented to an individual who has demonstrated integrity and devotion to duty and commitment to public service in the capacity of Federal manager. The individual should demonstrate successful management practices and maintain an exceptional performance record. This category is appropriate for department heads, team leaders, branch chiefs and others with project, program and other management responsibilities.

#### **Nominations will be judged on the following criteria:**

1. *Job Accomplishments*: Please describe the nominee's overall career and provide specific accomplishments and the manner and extent in which it exceeds normal job expectations.
2. *Impact on Operations*: Describe the impact that the nominee's achievements have had on the organization and the staff served. Include number of people in nominee's charge and nominee's impact on other organizational levels and customers served.
3. *Management of Resources*: Identify how human and other resources have been employed to achieve results. Examples: motivational techniques, productivity improvements, safety and health considerations, systems improvements, financial or personnel management administration and strides in diversity.
4. *Awards/Outside Activities*: Summarize candidate's commendations and special honors, if any.



## *Excellence in Government Awards*

### **DISTINGUISHED FEDERAL SUPERVISOR**

Award will be presented to an individual who has demonstrated integrity and devotion to duty and commitment to public service in the capacity of a Federal supervisor. The individual should demonstrate successful supervisory practices and maintain an exceptional performance record. This category is appropriate for any grade level employee who has responsibilities for supervising people or projects.

#### **Nominations will be judged on the following criteria:**

1. *Job Accomplishments*: Please describe the nominee's overall career and provide specific accomplishments and the manner and extent in which it exceeds normal job expectations.
2. *Impact on Operations*: Describe the impact that the nominee's achievements have had on the organization and the staff served. Include number of people in nominee's charge and nominee's impact on other organizational levels and customers served.
3. *Management of Resources*: Identify how human and other resources have been employed to achieve results. Examples: motivational techniques, productivity improvements, safety and health considerations, systems improvements, financial or personnel management administration and strides in diversity.
4. *Awards/Outside Activities*: Provide a summary of candidate's commendations and special honors, if any.



## *Excellence in Government Awards*

### **DISTINGUISHED FEDERAL EXECUTIVE**

Award will be presented to an agency's senior regional official or member of the senior executive service who has demonstrated a strong commitment to the principles of public service, exceptional performance, integrity and devotion to duty. The individual should guide his / her organization to superior achievement of the agency mission and goals as well as the Administration's initiatives. Nominee should have served a distinguished career with the Federal government as a civilian, military, postal or political appointee. Involvement in community affairs or other unpaid public service activities will be considered as well as contributions to the Federal community at-large.

#### **Nominations will be judged on the following criteria:**

1. **Job Accomplishments:** Describe the overall distinguished career of the nominee and provide specific examples accomplishments. Explain why performance is above normal expectations.
2. **Impact on Operations:** Describe the impact that the nominee's achievements have had on the local organizational level, on the headquarters level, on other government agencies and customers served. Explain partnerships that the nominee has facilitated and how they have improved the organization.
3. **Management of Resources:** Identify how human and other resources have been employed to achieve results. Examples: motivational techniques, productivity improvements, management style, systems improvement and strides in diversity.
4. **Awards/Outside Achievements:** Include a summary of candidate's commendations and / or special honors, if any. Nomination should mention community activities; work with nonprofit groups or other volunteer activities.





## *Excellence in Government Awards*

### **ADMINISTRATIVE ASSISTANT OF THE YEAR**

Award will be presented to an individual with a record of exceptional efficiency, sustained superior performance, integrity and devotion to public service principles. This category recognizes the outstanding performance of administrative/clerical personnel in a variety of positions. Nominees typically represent the GS 5-11 range although other grade levels with similar responsibilities will be accepted.

**NOTE:** *Support and secretarial positions lower than GS 5 (regardless of title) are more appropriate for the Support Person of the Year category.*

#### **Nominations will be judged on the following criteria:**

**Accomplishments:** Please describe manner and extent in which candidate demonstrates a performance that is clearly beyond normal expectations

**Impact on Operations:** Describe the impact that the nominee's performance has had on the organization and on customers served.

**Other Awards and Achievements:** Please describe.



## *Excellence in Government Awards*

### **SUPPORT PERSON OF THE YEAR**

Award will be presented to an individual who has a record of exceptional efficiency, sustained superior performance, integrity and devotion to public service principles. This category recognizes the outstanding performance of secretaries, clerks and paraprofessionals. Nominees typically represent the GS 1-5 level although those with higher grades but similar responsibilities will be accepted.

*NOTE: Administrative professionals at the GS 5 level or higher (regardless of title) are more appropriate for Administrative Assistant of the Year.*

#### **Nominations will be judged on the following criteria:**

1. *Accomplishments*: Please describe manner and extent in which candidate demonstrates a performance that is clearly beyond normal job expectations.
2. *Impact on Operations*: Describe the impact that the nominee's performance has had on the local organizational level and/or customers served.
3. *Other Award/ Achievements*: Please outline, if any.



## OUTSTANDING TRADE AND LABOR EMPLOYEE

Award will be presented to an employee who has a distinguished record of exceptional, sustained superior performance in recognized trade, craft, skilled or unskilled manual and technical occupations. Nominee should demonstrate a devotion to the principles of public service and to the agency's mission. This category is appropriate for wage grade employees and others with a trade component.

*NOTE: Professional engineers and scientists should be included in the Technical and Scientific category.*

### **Nominations will be judged on the following criteria:**

1. *Job Accomplishments*: Describe how nominee's performance and accomplishments are clearly beyond normal job expectations.
2. *Impact on Operations*: Describe the impact of the superior performance on agency and customers served.
3. *Award/Accomplishments*: Describe, if any.



## *Excellence in Government Awards*

### **PROFESSIONAL EMPLOYEE OF THE YEAR**

This category recognizes those employed in such professional occupations as contracting officer, budgeting, administrative officer and other non-supervisory positions up to the GS 15 level. Employees serving in administrative specialties that do not fit in other categories may be nominated in this category.

**Note:** *Those in the engineering and scientific fields should be nominated in the Technical and Scientific Category.*

#### **Nominations will be judged on the following criteria:**

1. *Job Accomplishments:* Please describe manner and extent to which the nominee's accomplishments are clearly beyond normal job expectations.
2. *Impact on Operations:* Describe the impact of the superior performance on your department or agency and customers served.
3. *Award/Achievements:* Summarize candidate's special honors received, if any. Also describe outside activities that enhance candidate's job performance.



*Excellence in Government Awards*

## **TECHNICAL AND SCIENTIFIC EMPLOYEE OF THE YEAR**

Award will be presented to an employee who has a distinguished record of exceptional, sustained superior performance in the field of science or other technical professions. Professional engineers and scientists should be nominated in this category. Nominee should demonstrate a devotion to the principles of public service and to their agency's mission.

**Note:** *Employees in the unskilled trade, craft, skilled or unskilled manual and wage grade occupations should be included in the trade and labor category.*

### **Nominations will be judged on the following criteria:**

1. *Job Accomplishments*: Describe how nominee's performance and accomplishments are clearly beyond normal job expectations.
2. *Impact on Operations*: Describe the impact of the superior performance on agency and customers served.
3. *Awards / Accomplishments*: Summary of commendations, if any, should be included.



## *Excellence in Government Awards*

### **OUTSTANDING FEDERAL VOLUNTEER**

Within the Federal government, there are many exceptional volunteers who have a tremendous impact on the daily operations of an agency and its customers without receiving compensation or monetary rewards. This award will be presented to an individual who is not on the payroll of a Federal agency, but performs in a volunteer capacity. This may include Federal and other retirees, students, auxiliary staff and other organization volunteers who are instrumental to the mission and goals of your agency.

Nominees should have volunteered on a regular basis for at least the last twelve consecutive months and made a significant contribution to the mission of the agency.

#### **Nominations will be judged on the following criteria:**

1. *Job Accomplishments*: This category should address the overall significance of the volunteer on the completion of the agency's mission or that of an individual department.
2. *Impact on Operations*: Describe the volunteer's impact on the operations at the local level. Please address customer base.
3. *Service*: Please note length of time person has volunteered for your department or agency and how they became involved.



## *Excellence in Government Awards*

### **OUTSTANDING CUSTOMER SERVICE TEAM**

Award will be presented to a team who has demonstrated a strong commitment to improving customer service, leadership, customer satisfaction and improved relations within a Federal agency. The team should have a record of outstanding achievement and results and treat all customers courteously and with respect. Team will have demonstrated exceptional customer service on all levels by striving not only to satisfy customers but also delight them. Customers may be defined as internal and/or external to the agency.

#### **Nominations will be judged on the following criteria:**

1. *Accomplishments*: Identify the accomplishments that have demonstrated improvements in customer service. Team demonstrated a willingness to find creative solutions and alternatives to meet customers' needs, encourage feedback and use all feedback as a vehicle for improvement.
2. *Impact on Operations*: Define customer base. Describe the team's impact on the local organizational level, the headquarters level, within the Federal community at large, and impact on customers served.
3. *Awards / Achievements*: Please outline, if any.



*Excellence in Government Awards*

## **OUTSTANDING INDIVIDUAL CUSTOMER SERVICE EFFORT**

Award will be presented to an individual who has demonstrated a strong commitment to improving customer service, leadership, customer satisfaction and improved relations with a Federal agency. The individual should have a longstanding record of outstanding achievement and results and of treating all customers courteously and with respect. Customers may be defined as internal or external to the organization. Record of exceptional customer service should be ongoing. One time courteous acts should not be submitted.

### **Nominations will be judged on the following criteria:**

1. Accomplishments: Identify the accomplishments that have demonstrated improvements in customer service. Nominee will demonstrate a willingness to find creative solutions and alternatives to meet customer's needs, encourage feedback, and use all feedback as a vehicle for improvement.
2. Impact on Operations: Define customer base. Describe the impact that the nominee's performance has had on the local organizational level, the headquarters level, government agencies, and/or customers served.
3. Awards / Achievements: Describe any outside awards or recognition, if any.





## Excellence in Government Awards

### **TEAM AWARD FOR CREATIVITY AND INNOVATION**

Award will be presented to a team who has demonstrated a high degree of initiative through creativity and innovation(s) that has resulted in significant operational improvements and/or cost savings for the organization and/or the Federal government. Intangible results may also be considered.

#### **Nominations will be judged on the following criteria:**

1. Team accomplishments: Describe the accomplishments that have demonstrated innovation, improvement or cost savings for your organization. Outline team member contributions and challenges.
2. Impact on operations: Describe the team's impact on your organization locally, at the headquarters level, and on the Federal government and customers served.
3. Awards/Achievement: Please outline, if any.



## Excellence in Government Awards

### **OUTSTANDING COMMUNITY SERVICE AWARD**

Award will be presented to an individual or team who has enhanced the image of the Federal government and Federal employees and given conspicuous service to the community or general public through non-job related activities. This category is designed to recognize those Federal employees who have gone *above and beyond the call of duty* to add to their community. Nominees should devote significant personal time and effort to community activities, welfare organizations or other non-profit non-partisan groups *on an ongoing basis*. Contributions should be beyond those outlined in a job description.

#### **Nominations will be judged on the following criteria:**

1. Employee Involvement: Participation should exemplify the best traditions of public service through their humanity or charitable acts. Please describe how the contributions are considered “above and beyond the call of duty.”
2. Sustained Involvement: Activities should be ongoing charitable/community service activities. Please define constituency group that has benefited from these acts and length of involvement.
3. Human Interest Factors: Provide information on any factors that may influence the involvement in a particular organization and how involvement began.



## *Excellence in Government Awards*

### **OUTSTANDING DIVERSITY CONTRIBUTION**

Award will be presented to an individual or team who has made a significant contribution to the furtherance of diversity and affirmative action within the Federal workplace. Nominees are not restricted to employees with EEO job responsibilities but rather to all those who further these objectives regardless of their primary duties. This category is designed to recognize those Federal employees who go above and beyond the call of duty to further of the principles of diversity. Contributions should be beyond those outlined in a job description. Nominees should demonstrate a firm commitment to the goals and objectives of diversity and equal employment opportunity and have a record of outstanding achievement in the program.

#### Nominations will be judged on the following criteria:

1. Contributions: Describe contributions made by the nominee that have resulted in the promotion, understanding or acceptance of diversity in the Federal workplace.
2. Specific Achievements: Describe nominee's contributions in the areas of recruitment, promotion and/or hiring and the impact that the nominee's initiative has had on the organization on all levels.
3. Awards / Outside Achievements: Please include details of pertinent activities outside that agency that are worthy of recognition.